

# **Annual Fellows Day: The Changing Landscape of Ambulatory Care Outcomes Research June 30, 2008**

The Department of Health Policy has mentored Outcomes Research Fellows for more than 10 years. It has become a tradition for the Department to host an annual reunion of the group each spring. Fellows Day offers current first year Fellows the opportunity to showcase their work, and graduating Fellows a chance to celebrate their completion of the program. This half-day event welcomes both current and alumni Fellows, Senior Scholars, and invited guests from the pharmaceutical companies that sponsor our Fellowship programs. At this year's event, first year Fellow Paresh Chaudhari, PharmD, MPH and Bettina Berman, RN presented their projects that examine the impact of changes in the ambulatory care environment on outcomes research.

## **Paresh K. Chaudhari, PharmD, MPH**

*Ortho-McNeil Janssen Outcomes Research Fellow (2007-2009)*

Paresh Chaudhari's research project examined the access to acute care at convenient care clinics (CCC), which are small clinics located in retail stores that treat episodic ailments, and provide routine vaccinations and preventative screening tests. This retrospective study examined data from electronic medical records of Take Care Health Systems, one of the nation's largest CCC providers. Patient encounters for four of the most common conditions (ie, acute pharyngitis, sinusitis, bronchitis, and upper respiratory infections (common cold) seen at the clinics were examined to answer: to what extent does care-seeking through convenient care clinics help patients overcome a barrier to access to the traditional primary care system? Descriptive analysis of the demographics for the four conditions showed that approximately two-thirds of the visits were from female patients; approximately 25% of the patients were without insurance; and most of the patients ranged in age from 25-45 years.

This study supports current evidence<sup>1</sup> that the CCC model provides care to those that may otherwise not seek care or delay care.

## **Bettina Berman, RN**

Bettina Berman shared her experience with a patient safety performance improvement project currently being implemented across the Jefferson University Physicians (JUP) Faculty Practice Plan. To ensure the highest level of patient safety in an increasingly complex ambulatory care setting, the JUP Clinical Care Subcommittee selected the Physician Practice Patient Safety Assessment (PPPSA) tool to aid in a JUP-wide safety assessment of the clinical practices.

The PPPSA tool, developed by Health Research Education Trust (HRET), Institute for Safe Medication Practices (ISMP), and the Medical Group Management Association (MGMA), evaluates the practice's level of implementation of best practices across the six domains of medication management, hand-offs and transitions, surgery and anesthesia, practice management, and communication. The self-assessment questionnaire heightens provider knowledge of characteristics that enhance practice safety and helps identify opportunities for improvement.

Following a data analysis and comparison to national benchmarks, the performance improvement team helps individual practices develop action plans as needed. During the implementation process, the team has provided monthly updates to the Clinical Care and the Risk Management Subcommittees. The next step in the process will be to present the survey findings, including recommendations for performance improvement implementations.

Following the presentations, a panel of five experts in ambulatory care outcomes research was invited to share their insights in this evolving model of patient care. The interactive panel discussion afforded the audience an opportunity to ask questions in addition to those posed by the moderator, Dr. David Nash.

Panelists included:

- **Peter Miller**, *President and CEO* – Take Care Health Systems
- **Michael P. Rosenthal, MD**, *Vice Chair, Academic Programs, Department of Family and Community Medicine* – Jefferson Medical College
- **Somesh Nigam, PhD**, *Director of Convergence Technologies, Research & Development Information Management* – Johnson & Johnson
- **Edward Kim, MD, MBA**, *Associate Director, Outcomes Research USA* – Bristol-Myers Squibb
- **Ross Maclean, MB, ChB, MSc, MD, MBA**, *Executive Director, Outcomes Research USA* – Bristol-Myers Squibb

The Department presented recognition certificates to alumni who completed the Fellowship training more than 10 years ago.

Fellowship Director **Vittorio Maio, PharmD, MSPH, MS**, presented graduation certificates to graduating Fellow Seina Lee, PharmD, MS, in recognition of her completion of two years of rigorous training.

## References

1. Cunningham PJ, Felland LE. Falling behind: American's access to medical care deteriorates. Results from Community Tracking Study, No. 19. June 2008. Robert Wood Johnson Foundation. <http://www.rwjf.org/pr/product.jsp?id=32>. Accessed August 20, 2008.